

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Otics USA, Inc.

Tennessee Manufacturing Extension Partnership

Otics USA Achieves ISO 14001 Registration with Assistance from Tennessee MEP

Client Profile:

Otics USA, Inc. is an automotive parts supplier of engine components. Products include balance shafts, camshaft caps, and fuel delivery pipes. Otics USA employs 100 people at its facility in Morristown Tennessee.

Situation:

Otics USA, Inc. has been in a growth mode the past few years. Additional capacity had been added to the Tennessee facility through capital equipment additions, essentially doubling the production of the site. During the growth period, Otics USA's Human Resource Manager requested assistance from the Tennessee Manufacturing Extension Program (TMEP), a NIST MEP network affiliate, to prepare their facility for attaining ISO 14001 registration, a requirement of their major customer.

Solution:

TMEP provided individual employee training, coaching, and implementation support. A gap assessment was performed, and an appropriate action plan was jointly established. The plan outlined all training activities, coaching, and consultation support for all the ISO 14001 registration. The TMEP action plan included such tasks as employee documentation training, internal auditor selection as well as training, and support during the registrar selection process. Particular emphasis was devoted to ISO 14001 certification requirements including documentation, implementation, and continuous improvement of the company's Environmental Management System.

Results:

- * Increased sales by \$10 million.
- * Retained sales of \$10 million.
- * Realized \$102,000 in cost savings.
- * Invested \$500,000 in plant improvements.
- * Invested \$5,000 in workforce development.
- * Avoided unnecessary investments of \$87,000.
- * Achieved ISO 14001 certification.

Testimonial:

"The Tennessee Manufacturing Extension Partnership has been assisting our operation since we broke ground in Morristown. Early on they were available to be certain that we were permitted correctly for all Tennessee environmental regulations. This assistance was important to our corporate culture and philosophy."

Charlotte Jennelle, Manager, Human Resource and Administration

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